



Module 9. Job Completion and Warranty

After completing this module you will be able to:

- A. Complete a Job**
- B. Issue a Warranty**

Knowledge Check



You should allow 15 minutes to complete this module and 15 minutes for the knowledge check quiz.

The pass mark on the module is 12/15 points (80%). Good Luck!

A. Completing a Job

Final Check

It is important at this point to run a final check over the data that is in the Job entry, including any 'Additional Items' that might have cropped up during the job that you have charged the customer for. This is because this version of Climar Pro generates the Warranty in PDF format rather than as a Word document so you cannot change the details directly in the document.

Completing

Click 'Fitting Completed' from the Job entry will trigger the confirmation request below to ask you to verify the costs are correct. If this is all ok, 'Confirm' will transfer the job into the 'State' 'Warranty' and will move it in the Dashboard to 'Jobs Awaiting Warranty'. This will also swap the 'View Pick List' to 'View Warranty'. This step is the point that the Warranty document is generated and from this point you will see it in the 'My Warranties' view.

The screenshot displays the 'Job for Quote: 0816-03' page. The 'Job State' is 'Fitting'. A blue arrow labeled 'Complete job' points to the 'Fitting Completed' button. A confirmation dialog titled 'Job Fitted' is open, asking 'Do the additional items look correct? There is no way to edit them past this point'. A blue arrow labeled 'Verify' points to the 'Confirm' button in the dialog. The 'Additional Items' table shows one item: 'Actually wanted Fence Removed' with a cost of £75.00. The 'Job Total' is £2765.96.

Home > Jobs > Job ID 319

Job for Quote: 0816-03

Details

Customer: Mrs Kelly
Customer Details: Show
Material Required By Date: 2019-11-30
Fitting Date: 2019-12-25 Edit

Additional Items: Add

Description	Cost
Actually wanted Fence Removed	£75.00
Additional Items Subtotal	£75.00
Job Total	£2765.96

Job State: Fitting

View Quote PDF View Pick List Fitting Completed Cancel Job

Job Fitted

Do the additional items look correct? There is no way to edit them past this point

Cancel Confirm

Orders

Order Reference	Part Count	Order Placed On	Order Completed On	Required By	Order State
206-Pilkington	21	28 Nov 2019 11:53	29 Jan 2020 11:42	2019-11-30	Completed

B. Issue a Warranty

Once a Job is completed, the Warranty can be issued from the Job record where the orange button will have changed to 'View Warranty'. You can see Jobs that are still awaiting Warranty on the Dashboard but the only option from the Dashboard is to view the Job, you cannot issue the Warranty from here.

Clicking 'View Warranty' will generate a PDF that can then be printed or emailed. Once you have given the Warranty document to the customer you should then select 'Warranty issued' to fully complete the Job and move it off the Dashboard as an open activity.

The screenshot shows a web interface for a job record. At the top, there is a breadcrumb trail: Home > Jobs > Job ID 319. Below this is the main heading 'Job for Quote: 0816-03'. The interface is divided into two main sections: 'Details' on the left and 'Job State: Warranty' on the right. In the 'Details' section, the 'Customer' is listed as 'Mrs Kelly' with a 'Show' button below it. Underneath, 'Material Required By Date' is '2019-11-30' and 'Fitting Date' is '2019-12-25'. In the 'Job State: Warranty' section, there are three buttons: 'View Quote PDF' (green), 'View Warranty' (orange), and 'Warranty Issued' (green).

Please note that in this version of Climar Pro the Terms and Conditions for the Warranty have been updated to the 'No Quibble' Warranty that is more in line with the Warranty T&Cs for Rail and Shed. This is a change that has been planned for some time but was not possible to make on the old system as the Warranty document was hard coded into the system. When this version of CP launches, the Warranty documentation on the website will also be amended to the new document.

The Warranty document is much like the quote versions in that once it is generated it is static and subsequent changes to things like customer details will not reflect in it. The warranty number that is assigned to the document is unique and will always be retained by the document. You can view all Warranties in the 'My Warranties' list regardless of whether or not they have been issued or printed.

Correcting an Inaccurate Warranty

Whilst things like the additional items cannot be changed, you can update a Warranty if for example the customer details change slightly or there are new terms and conditions that you wish to apply. To make a change to the customer details for example, you would first need to correct the Customer record, then you would need to View the Warranty record from 'My Warranties' and Select the 'Re-render PDF' which will apply the new details to the Warranty Certificate.

B. Issue a Warranty

Warranty Documents

The details as they currently display on the first and second pages of the ColourFence Warranty are shown here. The job description is taken from the Customer notes on the quote and any Additional Items added to the Job will show in detail below the job details.

Please note that when Rail and Shed are brought onto the system they will generate separate Warranties so if you have a mixed product job, you will need to generate a Warranty specifically for each product line fitted.

NO QUIBBLE MATERIALS WARRANTY

We believe that ColourFence is one of the best quality fencing products available and as such we back it with a no quibble guarantee. If the materials fail under the scope of this warranty, we will arrange the repair or replacement of the damaged part. If you need to make a claim on the warranty, please contact customer services at our head office on 08006 444 113, once a warranty claim has been submitted we will advise within 5 working days of the next steps to be taken.

Climar Ltd warrants that:

- For 25 years from the warranty/invoice date; **ColourFence fencing** will be free from material and manufacturing defects; will not suffer damage from natural weathering or wind gusts up to 130mph, nor the paint surface flake, rust to perforation, warp, peel or otherwise deteriorate.
- For 10 years from the warranty/invoice date; **ColourFence gates** will be free from material and manufacturing defects; will not suffer damage from natural weathering nor the paint surface flake, rust to perforation, warp, peel or otherwise deteriorate.
- ColourFence fencing** will comply with Australian standards: AS/NZS4600—1996 Cold-formed steel structures and AS 1170.2—1989 SAA Loading Code: Wind loads.

This warranty is subject to the following terms and conditions:

All component parts of the fence have been supplied and fitted by an approved installer in accordance with product technical specs (see exclusions - please consult with your fitter for details) The product is washed directly by rain or clean water at least every six months.

Remedy:

If, during the period of this warranty, the product fails to perform as defined above, we will replace or repair at our option the part found by us to be defective. Following resolution, all replaced parts must be returned via the installer to Climar Ltd for inspection and testing to determine the cause of failure.

Exclusions:

- This warranty replaces all other conditions or warranties whether oral or written, express or implied.
- We will not accept liability for any other direct or indirect losses or damages including injury to persons, or damage to property and consequential loss or damage however they occur.
- Natural reduction of paint gloss is not covered by this warranty, result.
- This warranty does not apply where failure of the product is partly or wholly due to any of the following:
 - Damage sustained (including severe scratching or abrasion of paint finish) after installation resulting from maltreatment, neglect or changes made by an un-accredited party;
 - Movement of the ground or structural defects of any buildings or intrusion of vegetation;
 - Wind speeds greater than those detailed above or exposure to adverse loads;
 - Contact with moisture-retaining or incompatible substances including concrete (apart from post footings), bitumen, soil, ashes fertilisers, lead, copper, monel metal, bare steel, stainless steel and timber;
 - Contact or coating with corrosive substances including harmful chemicals, pool water, water runoff from lead or copper, or green, wet or treated timber or insufficient cleaning;
 - The fence is within 1 km of severe industrial or other corrosive environments;
 - Acts of God.
 - Fence panels over 2.1m in height or 2.4m width and some installations mounted on walls are not covered against wind damage
 - Standard style gates more than 1.2m wide (per leaf).

Extension of benefit:

The benefit of this warranty extends to the buyer and to the property owner.

Definitions:

Product means the product for which this warranty is issued.

These guidelines are part of the warranty conditions and help maximise the life of the product:

After installation:

A quick hose down is recommended to remove metal chips or filings. ColourFence posts should always be set in concrete. Ensure you are happy with the installation and alert the fitter to any issues immediately.

Cleaning and care:

Hose your fence down every six months ensuring posts, rails and panels are free of dirt and debris; should water pool in the lower rail, check the drainage slots on the underside are clear. We don't warrant against harmful chemicals, including water from swimming pools and overspray of garden chemicals so if there is a spill, hose the fence down before the chemical or pool water dries.

Over the lifetime of your fence:

Minor scratches won't affect the performance of your fence, don't paint over minor damage as colours are unlikely to match over time. Don't climb on your fence or otherwise cause the bottom rails to become bent and periodically check that your fence posts still have their plastic caps - they give protection from sharp edges. If you notice missing caps or are concerned about damage, call our head office number for advice: 08006 444 113



Colourfence LTD Head Office
Units 7 & 8
Queensway Meadows Ind. Estate
Estuary Road
Newport
NP19 4SP
Tel: 01633 965005

Warranty Certificate

Customer Name:	Mrs Kelly	Certificate ID:	CP00000004
Customer Address:	Mrs Kelly 52 Heol Maes Yr Haf Pencoed CF35 5PJ	Guarantee Length:	
Customer Email:		Installation Date:	2020-11-25
Customer Tel:		Total Cost (Inc. VAT):	£2765.96

Description of Job:

Additional Items: Actually wanted Fence Removed £75.00

Installer Details

Franchisee Name: Colourfence LTD Head Office
Franchisee Email: info@colourfence.co.uk
Franchisee Phone: 01633 965005

Knowledge check

To complete the module please [click this link](#) and take the knowledge check quiz. There are 15 points available and you should score 12 to pass the module. Some questions have multiple answers.

